

## Dean of Academic Support Services

**Reports To:** Provost

**Status:** Full-Time, Administrative, Exempt

**Supervises:** Accessibility Services, Act 101, Title III, Writing Center, Math Coordinator, Library, Career Services, Transfer Services, and Tutoring

### I. Position Purpose

The Dean of Academic Support Services provides strategic vision and administrative leadership for a comprehensive "Academic and Student Success Hub." This role is responsible for the integration of academic resources and student support services to increase retention, persistence, and graduation rates. The Dean ensures that all support functions—from the first-year experience to transfer and/or graduation—are data-informed, student-centered, and compliant with state and federal mandates.

### II. Primary Responsibilities & Oversight

- Develops and executes a data-driven Institutional Retention Plan in collaboration with the Provost and Academic Affairs Leadership Team.
- Oversees Academic Advising to ensure "proactive" advising models and early-alert interventions are effective.
- Provides high-level oversight for the Coordinator of Tutoring regarding the goals and objectives of the Act 101 Program and the Title III Grant.
- Leads the transformation of the Basileiad Library into a modern Learning Commons, integrating research services with tutoring and writing support as well as the development of information literacy and academic integrity programs. Leveraging library services to support faculty and students in all academic programs and ensure up-to-date and robust curricular resources are available.
- Supervises Career Services to ensure that career counseling and internship placement are embedded early in the student's academic lifecycle.
- Coordinates Transfer Services to streamline articulation agreements and ensure students have clear pathways to four-year degrees and to graduate degrees.
- Oversees the operations of Dual Enrollment, Non-Degree Student processes and Adult & Continuing Education

- Coordinates with Admissions, departmental heads and Office of the Registrar to ensure all required clearances are secured and affixed to student records.
- Aligns academic support with workforce trends to ensure student "return on investment."
- Manages a complex budget involving general funds, state grants (Act 101), and federal grants (Title III).
- Conducts annual performance evaluations and professional development for all direct reports.
- Ensures strict adherence to federal EDGAR regulations and state PHEAA reporting requirements.
- Maintains institutional compliance with the Americans with Disabilities Act (ADA) and Section 504 through the oversight of Accessibility Services.

### III. Key Performance Indicators (KPIs)

- **Retention Rate:** Year-over-year increase in fall-to-fall persistence.
- **Equity Gap Reduction:** Closing the success gap for first-generation and Act 101-eligible students.
- **Grant Compliance:** Clean audits and timely submission of APR (Annual Performance Reports) for Title III and Act 101.
- **Service Utilization:** Increased "cross-usage" between Library, Tutoring, and Advising.

### IV. Required Qualifications

- **Education:** Master's Degree in Higher Education Administration, Counseling, or a related academic field (Doctorate preferred).
- **Experience:** Minimum of 7 years of progressive academic leadership in a higher education environment.
- **Technical Knowledge:** Proficiency with Student Information Systems and Retention Software (e.g., EAB Navigate, Starfish).
- **Grant Experience:** Demonstrated experience managing state or federal grants (Title III, Title V, or TRIO).
- Strong organizational skills required.
- Ability to clearly communicate with a diverse audience, including students, faculty, staff, administrators and external partners.
- Ability and willingness to listen and turn issues into actionable outcomes.
- Ability to multi-task in a fast-paced and deadline driven environment.
- Must be flexible, a team-player, have cultural sensitivity, and demonstrate initiative.



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- Ability to maintain confidentiality.
- Advanced Strategic thinking skills and ability to problem-solve and make thoughtful decisions.

### **Application Deadline**

For consideration, please submit 1) Cover Letter, 2) Resume, 3) Three Professional References with email and phone numbers, by email to: [jobs@manor.edu](mailto:jobs@manor.edu)

Confidential screening of applications will continue until the position is filled.

### **Additional Information**

Background checks will be completed as required by law and Manor College policy and procedures.

### **Equal Opportunity Statement**

Manor College is committed to the principle of equal educational and employment opportunities for all people and embraces diversity. Furthermore, the College provides equal opportunity for all regardless of race, color, religion, national origin, age, sex (including pregnancy, childbirth and related medical conditions), disability, genetics, citizenship status, military service or any other status protected by law.